

# Tenants Council Minutes

Lambeth Town Hall, room 8  
 Thursday, 24 November 2005  
 7:00 – 9:00PM

<p><b>1.0 Attendance</b>  <b>Nominated Delegates and Deputies</b>          Rashmi Agrawal          Cathy Butler          Ray Farrow          Rita Fitzgerald, Vice Chair          Jean Haley          Edna Jarvis          Jean Kerrigan, Chair          Joan Light          Ros Munday, Vice Chair          Graham Nicholls, Ex-Chair          Pat Scahill          Matthias Toussaint          Bill Willingham          Joyce Wilson</p>	<p>Brixton – Delegate          Norwood – Delegate          Norwood – Delegate          North Lambeth – Delegate          Norwood – Delegate          North Lambeth – Delegate          Brixton – Delegate          Cottoynton Close TMO – Delegate          Clapham and Stockwell – Delegate          Streatham          Clapham and Stockwell – Delegate          Brixton – Delegate          Clapham and Stockwell – Delegate          Brixton - Delegate</p>
<p><b>Elected Members</b>          Cllr Donatus Anyanwu          Cllr Jeremy Clyne          Cllr John Kazantzis          Cllr Keith Fitchett          Cllr Robert McConnel</p>	<p>Labour          Leaseholders Champion          Labour          Executive Member for Housing          Liberal Democrat</p>
<p><b>Officers</b>          Chris Adamson          Tom Bremner          Gerard Caulker          Kevin Creed          Nicola Drito-Andi          Charlotte Evans          Keith Hardy          Stewart Holton          Bob Orwin          Marilyn Proctor          Les Warren</p>	<p>Area Housing Manager, Brixton          Head of Housing Management          Resident Involvement Manager          Resident Participation Officer          Principal Accountant          Joint Service Centres Team          Major Works Manager          Executive Director of Housing          Stock Data and Finance Manger          Resident Participation Manager          Head of Housing Finance</p>
<p><b>Apologies</b>          Denise Anderson          Susan DeSwarte          Ella Lewis</p>	<p>Clapham &amp; Stockwell – Delegate          Norwood – Delegate          Clapham &amp; Stockwell – Deputy</p>

<p>David Hart Nicholas Helleur Will Manning Roger Roach Mandy Schofield Chris Vaughan Molly Wallis</p>	<p>Clapham &amp; Stockwell – Delegate Brixton – Delegate Head of Housing Property Services Clapham &amp; Stockwell – Delegate Clapham &amp; Stockwell – Delegate Leaseholders Council Chair Division Director, Housing Management</p>
<p><b>2.0 Minutes from 26 September 2005</b></p> <p>2.1 The minutes were agreed with one change to the attendance list and one change to 5.3 concerning Berridge Road Resource Centre.</p>	<p><b>Action</b></p>
<p><b>3.0 Matters Arising</b></p> <p>3.1 Chair welcomed everyone</p> <p>3.2 Chair noted a few amendments to the agenda: nobody from social services could attend so this will be pushed to the meeting in February; Les Warren will present Bernard Ofori-Atta’s paper.</p>	
<p><b>4.0 Matters Arising</b></p> <p>4.1 On point 3.4 (concierge service) Pat Scahill has not yet received the requested information on the concierge service; TC wants to see it in February. Officers reported that a paper is being considered and will come to TC when ready; there is a working group in place.</p> <p>4.2 On point 3.7 (sheltered housing) the people who put their names forward still have not been apprised of when a meeting is going to take place or on any progress to date.</p> <p>4.3 On point 3.10 (housing audit) TC wants to know who was asked; when the meeting took place – Officers informed TC that the meeting took place on 23 November and that the Audit Commission (AC) did all of the inviting. The chair mentioned that she had attended. The AC were in complete control of who was invited; they were looking for a wide range of ethnic diversity; 19 people attended. Some delegates were expressed their reservations about the choosing process. The chair verified that all areas were represented at the meeting.</p> <p>4.4 On point 4.3 the vice chair reported she was aware that a gas fire had been removed which was that resident’s only source of heating. TC requested a report on the policy concerning the removal of gas fires.</p> <p>4.5 Ros Munday informed TC that she would be meeting with the borough commander and would extend an invitation to attend the February TC meeting. She mentioned that a Safer Neighbourhoods Representative was needed.</p> <p>4.6 On point 4.9 Cheshire Estate expressed their desire for the Streatham Community Rangers area to be extended to include their estate. TC would like a report on the rangers.</p> <p>4.7 On point 7.0 (Tenants Compact) a tidying up process will take place at scheduled meetings.</p>	

<p>4.8 On point 8.0, (tenants welcome pack) this will come a future meeting.</p> <p>4.9 On point 9.2 and 9.3 (parking contract) the chair of Leaseholders Council mentioned that some estates will have two permits per household issued depending on local agreements. This is happening especially on estates with extra parking spaces. Concerns were also raised concerning blue badges and LBL paperwork. Multibility keeps the logbook and officers aren't calling the DVLA as they should. They are insisting on seeing the logbook. <b>ACTION: TC requested a report on why this process is not working and why LBL Parking doesn't know what to do in these situations with Multibility.</b></p> <p>4.10 On point 11.0 TC requested a representative who could discuss affordable warmth attend a future meeting. <b>Agreed former chair of TC, Graham Nicholls is the TC delegate.</b></p>	
<p><b>5.0 Referrals from Area Housing Offices</b></p> <p>5.1 Norwood referral was raised questioning the decision making process of category two money from the Housing Opportunities Fund. Executive Director of Housing responded by saying that £8 million of the £10 million was decided on by residents. Only £2 million was involved in category two, and this is the part that was determined by officers. Councillors confirmed that they had no part in the decision making process for this category. <b>Officers said that they would take these comments into consideration if they find similar money in the future.</b></p> <p>5.2 Brixton referral was raised questioning the apparent escalation of building costs, particularly as they relate to window replacement. Delegates asked if partnering is actually possible since leaseholders have the right to be involved in the decision-making process. Officers confirmed that leaseholders' rights will be honoured. With these increases in cost, can the Decent Homes Standard be met? Officers told TC that the commissioned works would be solely for Decent Homes, not auxiliary works (aesthetics). Officers also said that the reviews currently being undertaken are large enough to compare to the projections. This process should be completed by spring 2006. Biggest fears are around the affects of building costs due to London winning the bid for the 2012 Olympics. Questions were raised on what might be cut; officers stated that Lambeth still counts both kitchens and baths, though Decent Homes only requires one.</p>	
<p><b>6.0 Sheltered Housing</b></p> <p><b>6.1 Agreed this item was postponed to February meeting.</b></p>	
<p><b>7.0 Brixton Joint Service Centre</b></p> <p>7.1 Charlotte Evans presented and oral update.</p> <p>7.2 She highlighted Streatham's successes to date.</p> <p>7.3 Olive Morris House was identified as one possible location for the Brixton JSC, however, they are still in early stages of choosing a location.</p> <p>7.4 Brixton Town Centre Forum has been consulted and the Brixton Area Housing Forum has requested a presentation.</p>	

<p>7.5 Officers confirmed that PFI money cannot be used to refurbish an existing building. Funds are being sought from the council: e.government capital budget, refurbishment budget. There is no intention to use capital funding. Housing Revenue Account will pay Housing's share based on the percent of use of the building.</p> <p>7.6 Concerns were raised about using Olive Morris House in light of the other services also offered in the building and the lingering stigma of Housing Benefit problems from the past. Delegates raised concerns that Brixton might prove to be a difficult place to get this type of service running smoothly due to high demand.</p> <p>7.7 Cllr Fitchett said that any figures on the Streatham Joint Service Centre would be public information and he asked that Charlotte pass any information on to Cllr Anyanwu and anyone who asks. <b>ACTION: Charlotte said she would make any information available.</b></p>	
<p><b>8.0 Rent Setting and Budgets for 2006/07</b></p> <p>8.1 This report was tabled at the meeting. Officers explained that the information had only been made available to them in mid-November.</p> <p>8.2 Officers clarified that Government guidelines establish the cost basis that rents are set at, not Lambeth. This paper covered how rents are calculated; it didn't have any specific rents for the next financial year.</p> <p>8.3 Questions were raised about all the saving that the reframing exercise was supposed to make. Officers clarified that those saving were always going to improve services; they were never intended to offset rents. <b>ACTION: Officers to identify savings made to date and report back to TC</b></p> <p>8.4 There are no longer limits on how much rents can decrease.</p> <p>8.5 Actual figures for the 2006/07 rents would be ready for the TC meeting scheduled for 8 December.</p>	
<p><b>9.0 Sale of Loft Space and Other Redundant Space</b></p> <p>9.1 Not presented due to lack of time. Requested for meeting in February.</p>	
<p><b>10.0 Service Standards and Performance</b></p> <p>10.1 Not presented due to lack of time. Requested for meeting in February.</p>	
<p><b>11.0 Resident Involvement in Contract Management</b></p> <p>11.1 Not presented due to lack of time. Requested for meeting in February.</p>	
<p><b>12.0 London Tenants Federation &amp; Lambeth Strategic Partnership</b></p> <p>12.1 Not presented due to lack of time. Requested for meeting in February.</p>	
<p><b>13.0 Any Other Business</b></p> <p>13.1 None</p>	

\*Key to action groups: **AHM** = Area Housing Managers; **CHM** = Central Housing Management; **HPS** = Housing Property Services; **SP** = Strategy & Partnership; **TC** = Tenants Council